

Carers Emergency Card



Do you look after someone?

A carer is someone who, unpaid, is looking after a relative, friend or neighbour, who is ill, disabled, frail or in need of emotional support.

Translation, CD and Large Print Available

1. What Is The Carers Emergency Card?

- It is a partnership between York Carers Centre and City of York Council's Warden Call Service. It is for carers who may worry about what will happen to the person they care for if they (the carer) is taken ill or had an accident or another emergency to deal with.

2. What Is An Emergency?

- For the purpose of this scheme an emergency is a **'sudden, unplanned and temporary situation where the carer is not able to provide the care they usually provide, and the carer is prevented from making temporary arrangements themselves'**

3. Who Can Register?

- To join the York scheme, the person you care for must live within the City of York Council's boundary.
- If you do not have Warden Call services you can still register as this scheme is separate from their alarm call service.
- The scheme is available to all carers of adults.
- During 2009 the scheme will be rolled out to young carers and parent carers. In 2010 all carers will be able to register.
- For further information on when you can register please contact York Carers Centre on **01904 715490**.

4. What Information Do We Need?

- You will be asked to complete a registration form giving details about yourself and the care needs of the person you look after. You will be asked to nominate up to three contacts: these can be family members, friends or neighbours and they do not have to live in the City of York. Ideally your contacts should be known to the person you care for and be able to provide short-term care in an emergency. They will not be expected to take over the whole caring role as current services and support that are in place will continue.

5. What If You Do Not Have Any Contacts?

- You can still register with the scheme if you do not have any contacts as Warden Call will assess the situation and make sure that appropriate care arrangements are made for the person you care for. The care arrangements will be different for adults, children and young people. If you would like to discuss this please contact York Carers Centre.

6. Will I Have To Pay For This Service?

- No you do not have to pay for this service, it is free of charge. The benefit is that both you and the person you care for will know that an emergency plan can be put into action at any time. Carers have said that this gives them peace of mind.
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7. How Does It Work?

- Once you have registered you will be sent a Carers Emergency Card which has a unique identification number. On the card is a 24 hour, seven day a week emergency telephone number.
- You should carry the card with you at all times.
- In an emergency anyone who finds the card will be able to contact Warden Call by calling the emergency number.
- Staff at Warden Call will look up the carers emergency plan and put it into action.

8. Who Will Have Access To My Information?

- The information you provide will be held by Social Services, Warden Call and York Carers Centre. Your information will only be used to administer and monitor this scheme. For more information about how your information is stored please contact York Carers Centre.

9. If I Am A Young Carer Aged Under 18, Do My Parents Have To Agree To Me Joining The Scheme?

- Yes, a parent will need to sign the registration form to say that they agree to you joining.
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10. When I Join The Scheme Do I Need To Do Anything?

- Yes. You need to talk to the people who you would like to be your contacts and make sure that they have agreed to be part of the plan.
- If the person you care for is a child then it is your responsibility to ensure that the contacts you choose are responsible and reliable. You should choose people who your child knows well and who understand your child's needs. You may name a sibling as a contact if they are at least 16 years old and you are happy that they can safely care for your child for a few hours in an emergency.
- It is very important that all the information on your registration form is kept up-to-date. You must tell York Carers Centre for example if the health or care needs of the person you look after change, if you move or change telephone numbers and if there are any changes to your contact peoples' information.
- York Carers Centre will contact everyone registered with the scheme each year to check that the information we have is accurate. If you are a young carer you can talk to your Young Carer Worker about the information held, and they will help you to keep it up-to-date.
- See over for details about what to do next.
- You can also visit City of York Council Website at www.york.gov.uk

■ This leaflet is part of the Carers Information Pack, which includes the following leaflets:

- ◆ A Quick Guide to Services for Carers
- ◆ Carers Assessment of Need
- ◆ Carers Guide to Benefits
- ◆ York Carers Centre
- ◆ Carers Emergency Card

■ To request a Carers Pack or any of the leaflets contact York Carers Centre or City of York Council.

◆ **City of York Council
Customer Advice Centre**

PO Box 402

10-12 George Hudson Street

York, YO1 6ZE

Tel: 01904 554141

Out of office hours and at weekends contact the Social Services Emergency Duty Team on 0845 034 9417

www.york.gov.uk

◆ **York Carers Centre**

17 Priory Street

York, YO1 6ET

Tel: 01904 715490

www.yorkcarerscentre.co.uk

11. What Do I Do Next?

- If you need further information or wish to register, or need help completing the form please contact:

York Carers Centre

Carers Emergency Card

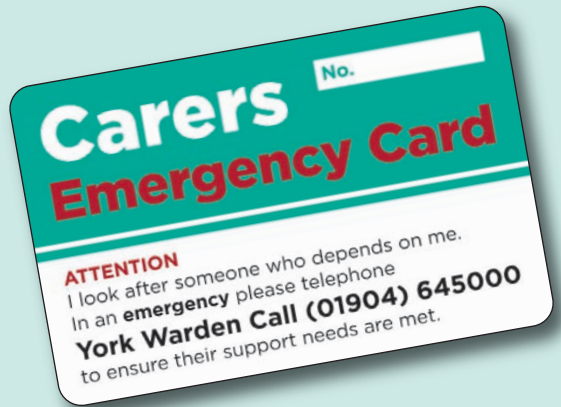
17 Priory Street,

York, YO1 6ET

Telephone:

01904 715490

enquiries@yorkcarerscentre.co.uk



- Please complete your details below and return to York Carers Centre.

Send the slip below to: York Carers Centre,
Carers Emergency Card, 17 Priory Street, York YO1 6ET



Please send me a registration form:

Name:

Address:

York
Carers
Centre

Postcode

More Information

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To request a Carers Information Pack or any of the leaflets contact York Carers Centre on 01904 715490 or City of York Council on 01904 554145.

Useful Contacts

■ The Princess Royal Trust for Carers

Telephone: 0844 800 4361
www.carers.org

■ Carers UK

Telephone: 020 7490 8818
www.carersuk.org

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim (Polish)
własnym języku.

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

☎ 01904 551550

York
Carers
Centre



CITY OF
YORK
COUNCIL



The Princess Royal Trust

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